

Employee Self-Service

Updating Personal Information

- Home and Mailing Address
- Phone Number
- Emergency Contact

All employees will have access within Employee Self-Service that will allow the ability to view, add, update, and/or delete personal information, such as home/ mailing addresses, phone numbers, and emergency contacts.

Important Reminders:

- Employees of Agencies that utilize the MassHR Employee Service Center (ESC) should contact the ESC with personal information related questions by calling 1-855-4HR-SPPT (1-855-447-7778) or for TTY users: (617) 248-0546.
- Employees of Agencies that do not use ESC should contact their Agency Human Resources or Payroll Department with personal information related questions.

Personal Information Navigation:

Step	Action
1.	Log in to Employee Self-Service with your user ID (employee ID) and password.
2.	From the Self-Service homepage, click on the SELF SERVICE link located in the menu box.
3.	On the SELF SERVICE page, click on the PERSONAL INFORMATION link to access your Personal Information page.
4.	The PERSONAL INFORMATION page will display options in a table. You can view and update the following information: HOME AND MAILING ADDRESS allows for reviews and updates to your home and mailing addresses PHONE NUMBERS allows employees to add, update, and delete phone numbers. Also, allows employees to designate a primary phone number. EMERGENCY CONTACTS allows employees to add, update, and delete emergency contact information. Also, allows employees to designate a primary emergency contact.
5.	Select the option you want to view, edit, or update by clicking on the specific link for the option.

Home and Mailing Address:

Employees can review, add or edit a Home or Mailing Address. The Home Address is printed on an employee's pay advice and year end form W-2. The Home address is used when the annual W-2 mailings are sent out. Note: Home Address cannot be outside of the United States. Please avoid using a PO Box as the Home Address.

Add New Home or Mailing Address

If there is only one address present (Home **OR** Mailing), you have the option to **add** an additional address. The menu will provide an option of either Home **OR** Mailing, depending on which is not present.

Step	Action
1.	Click the HOME AND MAILING ADDRESS link.
2.	Once within HOME AND MAILING ADDRESS , you have the option to select an ADDRESS TYPE from the DROP DOWN menu.
3.	Select the ADD button.
4.	You will arrive on the Add Home/Mailing Address page. The areas available for view and updates are the following: <ul style="list-style-type: none">• Country: Defaulted to the United States.• Address Line 1: Enter in your Address Line 1• Address Line 2: Enter in your Address Line 2 (Such as an Apartment or Unit number, if applicable)• Address Line 3: Enter in your Address Line 3 (Any other additional address information, if applicable)• City: Enter the city in which your Home or Mailing address is located• State: Enter the State in which your Home or Mailing address is located• Postal: Enter in your zip code where Home or Mailing address is located• County: Enter the county in which your Home or Mailing address is located• Date Change Will Take Effect: Enter in the current date.
5.	Please be sure to verify the information you have entered is accurate.
6.	Click the Save button once you have completed adding an address.
7.	Click the OK button to confirm.

Edit Home and Mailing Address:

If both a Home and Mailing Address are present, you will only have the ability to **edit** the existing addresses.

Step	Action
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1.	Click the HOME AND MAILING ADDRESS link.
2.	Once within HOME AND MAILING ADDRESS , you have the option to EDIT any existing Home or Mailing Addresses that are present.
3.	To edit an existing Home or Mailing Address, select the EDIT button in the far right column.
4.	<p>You will arrive on the Edit Home/Mailing Address page. The areas available for updates are the following:</p> <ul style="list-style-type: none"> • Country: Defaulted to the United States. • Address Line 1: Enter in your Address Line 1 • Address Line 2: Enter in your Address Line 2 (Such as an Apartment or Unit number, if applicable) • Address Line 3: Enter in your Address Line 3 (Any other additional address information, if applicable) • City: Enter the city in which your Home or Mailing address is located • State: Enter the State in which your Home or Mailing address is located • Postal: Enter in your zip code where Home or Mailing address is located • County: Enter the county in which your Home or Mailing address is located • Date Change Will Take Effect: Enter in the current date.
5.	Please be sure to verify the information you have entered is accurate.
6.	Click the Save button once you have completed editing the address.
7.	Click the OK button to confirm.

Phone Numbers

Employees can review, add, edit, and delete phone numbers. Employees can designate a primary phone number

Add Phone Number:

Step	Action
1.	Click the PHONE NUMBERS link.
2.	Once within PHONE NUMBERS , you will have the option to ADD a new phone number or EDIT/DELETE any existing Phone Numbers that are present.

3.	To add a new Phone Number, select the ADD A PHONE NUMBER button.
4.	<p>A new row will be added, allowing you to pick your Phone Type from a DROP DOWN menu. The phone type options are as follows: Business, Campus, Dormitory, Fax, Home, Main, Mobile, Other, Pager 1, Pager 2, Telex, and Work</p> <p>Select the Phone Type that you wish to add. Note: You can only have <u>one</u> Phone Type of each of the available options. <u>Example:</u> You may not have two phone numbers with Business listed twice as the Phone Type.</p>
5.	In the TELEPHONE field, enter the desired information into the field. Enter a valid value e.g. "123-456-7890". Enter an extension if applicable.
6.	<p>If the new phone number is the preferred method of contact, please click the PREFERRED check box.</p> <p><u>Note:</u> You can only have one preferred phone number.</p>
7.	Please be sure to verify the information you have entered is accurate.
8.	Click the SAVE button.
9.	Click the OK button to confirm.

Edit Phone Number:

Step	Action
1.	Click the PHONE NUMBERS link.
2.	To edit an existing phone number, place your cursor in the TELEPHONE field and overwrite the current values. If applicable, overwrite values in the EXTENSION field.
3.	<p>If the phone number that you are editing is the preferred method of contact, please click the PREFERRED check box.</p> <p><u>Note:</u> The previous preferred phone number will become unchecked. You can only have one preferred phone number.</p>
4.	Please be sure to verify the information you have entered is accurate.
5.	Click the SAVE button.
6.	Click the OK button to confirm.

Delete Phone Number:

Step	Action
1.	Click the PHONE NUMBERS link.
2.	Select the DELETE button next to the phone number you wish to delete. Note: If the phone number that you are deleting is listed as PREFERRED , you <u>must</u> select a new preferred number by selecting the check box next to another phone number. You will be <u>unable</u> to delete a preferred phone number. The previous preferred phone number will then become unchecked, allowing for deletion.
3.	Select the YES-DELETE button in order to confirm the delete request. If you select YES , you will return to the Phone Number page, showing the phone number was deleted as requested.
4.	Select the NO-DO NOT DELETE button to cancel the delete request. If you select NO , you will return to the Phone Number page, showing that no phone number were deleted.
5.	Click the SAVE button.
6.	Click the OK button to confirm.

Emergency Contacts

Employees can review, add, edit, and delete emergency contact information.
Employees can designate a primary emergency contact.

Add an Emergency Contact:

Step	Action
1.	Click the EMERGENCY CONTACTS link.
2.	Click the ADD AN EMERGENCY CONTACT button.
3.	Enter the desired information into the CONTACT NAME field. Enter a valid value e.g. "John Doe".

4.	<p>Select the RELATIONSHIP TO EMPLOYEE from a DROP DOWN menu. The relationship options are as follows: Adult Child, Child, Domestic Partner Adult, Domestic Partner Child, Employee, Estate, Ex-Domestic Partner, Ex-Spouse, Foster Child, Friend, Grand Parent, Grandchild, In-Law, Neighbor, Other, Other Child, Other Relative, Parent, Parent In-Law, Recognized Child, Roommate, Self, Sibling, Spouse, Step Parent, and Stepchild.</p> <p>Select the Relationship to Employee that you wish to add.</p>
5.	<p>If the emergency contact has the same address as the employee, select the Contact has the same address as the employee option.</p>
6.	<p>Once the “<i>Contact has the same address as the employee</i>” option is selected, the ADDRESS TYPE will appear. Select from the DROP DOWN menu which will appear. Select the address type that is the same as the employee. The options are HOME or MAILING (if available). <u>Note:</u> The selection cannot be left blank.</p>
7.	<p>If the emergency contact has the same telephone as the employee, select the Contact has the same telephone number as the employee option.</p>
8.	<p>Once the “<i>Contact has the same telephone number as the employee</i>” option is selected, the PHONE TYPE will appear. Select from the DROP DOWN menu which will appear. Select the phone type that is the same as the employee. The options are Business, Campus, Dormitory, Fax, Home, Main, Mobile, Other, Pager 1, Pager 2, Telex, and Work (if available). <u>Note:</u> The selection cannot be left blank.</p>
9.	<p>If the emergency contact has a different address than the employee, begin with selecting the CHANGE COUNTRY link, <u>if different</u> from the United States.</p>
10.	<p>Select the EDIT ADDRESS link to enter in the emergency contact’s address. You will arrive on the Edit Address page. The areas available for updates are the following: Address Line 1: Enter in the Address Line 1 Address Line 2: Enter in the Address Line 2 (Such as an Apartment or Unit number, if applicable) Address Line 3: Enter in the Address Line 3 (Any other additional address information, if applicable) City: Enter the city in which the address is located State: Enter the State in which the address is located Postal: Enter in the zip code where the address is located County: Enter the county in which the address is located</p>
11.	<p>Please be sure to verify the information you have entered is accurate.</p>
12.	<p>Click the OK button.</p>
13.	<p>If the emergency contact has a different phone number than the employee, scroll down and place your cursor in the TELEPHONE field. Enter the desired information into the field. Enter a valid value e.g. "123-456-7890".</p>

14.	If the emergency contact has additional phone numbers, select the ADD A PHONE NUMBER button.
15.	<p>A new row will be added, allowing you to pick the other Phone Type from a DROP DOWN menu for the emergency contact. The phone type options are as follows: Business, Campus, Dormitory, Fax, Home, Main, Mobile, Other, Pager 1, Pager 2, Telex, and Work</p> <p>Select the Phone Type that you wish to add. Note: You can only have <u>one</u> Phone Type of each of the available options. <u>Example:</u> You may not have two phone numbers with Business listed twice as the Phone Type.</p>
16.	In the Phone Number field, enter the desired information into the field. Enter a valid value e.g. "123-456-7890". Enter an extension if applicable.
17.	Please be sure to verify the information you have entered is accurate.
18.	Click the SAVE button.
19.	Click the OK button to confirm.
20.	<u>Note:</u> If there is only one emergency contact, they will <u>default</u> to the Primary Contact . You <u>must</u> add another emergency contact in order to update the primary contact.

View an Emergency Contact:

Step	Action
1.	Click the EMERGENCY CONTACTS link.
2.	Within the Contact Name column in the Emergency Contacts table, click the contact NAME you wish to view.
3.	You will now be in the Emergency Contact Detail page. You will be able to view the Contact Name, Relationship to the Employee, Address, and Telephone numbers of the emergency contact selected.
4.	To go back to the Emergency Contacts page, click the RETURN TO EMERGENCY CONTACTS link.

Edit an Emergency Contact:

Step	Action
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1.	Click the EMERGENCY CONTACTS link.
2.	Click the EDIT button next to the emergency contact you wish to update.
3.	Enter the desired information you wish to edit into the CONTACT NAME field. Enter a valid value e.g. "Jane Smith".
4.	<p>If you need to edit the relationship of the emergency contact, select the RELATIONSHIP TO EMPLOYEE from a DROP DOWN menu. The relationship options are as follows: Adult Child, Child, Domestic Partner Adult, Domestic Partner Child, Employee, Estate, Ex-Domestic Partner, Ex-Spouse, Foster Child, Friend, Grand Parent, Grandchild, In-Law, Neighbor, Other, Other Child, Other Relative, Parent, Parent In-Law, Recognized Child, Roommate, Self, Sibling, Spouse, Step Parent, and Stepchild.</p> <p>Select the Relationship to Employee that you wish to update the emergency contact to.</p>
5.	If the emergency contact now has the same address as the employee, select the Contact has the same address as the employee option.
6.	<p>Once the "<i>Contact has the same address as the employee</i>" option is selected, the ADDRESS TYPE will appear. Select from the DROP DOWN menu which will appear. Select the address type that is the same as the employee. The options are HOME or MAILING (if available). <u>Note:</u> The selection cannot be left blank.</p>
7.	If the emergency contact no longer has the same address as the employee, unselect the Contact has the same address as the employee option and proceed to Step 11 .
8.	If the emergency contact now has the same telephone as the employee, select the Contact has the same telephone number as the employee option.
9.	<p>Once the "<i>Contact has the same telephone number as the employee</i>" option is selected, the PHONE TYPE will appear. Select from the DROP DOWN menu which will appear. Select the phone type that is the same as the employee. The options are Business, Campus, Dormitory, Fax, Home, Main, Mobile, Other, Pager 1, Pager 2, Telex, and Work (if available). <u>Note:</u> The selection cannot be left blank.</p>
10.	If the emergency contact no longer has the same telephone as the employee, unselect the Contact has the same telephone number as the employee option and proceed to Step 14 .
11.	If the emergency contact now has a different address than the employee, begin with selecting the CHANGE COUNTRY link, <u>if different</u> from the United States.

12.	<p>Select the EDIT ADDRESS link to enter in the emergency contact's address. You will arrive on the Edit Address page. The areas available for updates are the following:</p> <p>Address Line 1: Enter in the Address Line 1</p> <p>Address Line 2: Enter in the Address Line 2 (Such as an Apartment or Unit number, if applicable)</p> <p>Address Line 3: Enter in the Address Line 3 (Any other additional address information, if applicable)</p> <p>City: Enter the city in which the address is located</p> <p>State: Enter the State in which the address is located</p> <p>Postal: Enter in the zip code where the address is located</p> <p>County: Enter the county in which the address is located</p>
13.	Please be sure to verify the information you have entered is accurate.
14.	Click the OK button.
15.	If the emergency contact has changed their phone number, scroll down and place your cursor in the TELEPHONE field. Enter the desired information into the field. Enter a valid value e.g. "123-456-7890".
16.	If the emergency contact has additional phone numbers to add, select the ADD A PHONE NUMBER button.
17.	<p>A new row will be added, allowing you to pick the other Phone Type from a DROP DOWN menu for the emergency contact. The phone type options are as follows:</p> <p>Business, Campus, Dormitory, Fax, Home, Main, Mobile, Other, Pager 1, Pager 2, Telex, and Work</p> <p>Select the Phone Type that you wish to add.</p> <p>Note: You can only have <u>one</u> Phone Type of each of the available options. <u>Example:</u> You may not have two phone numbers with Business listed twice as the Phone Type.</p>
18.	In the Phone Number field, enter the desired information into the field. Enter a valid value e.g. "123-456-7890". Enter an extension if applicable.
19.	Please be sure to verify the information you have entered is accurate.
20.	Click the SAVE button.
21.	Click the OK button to confirm.

Change the Primary Contact:

If there is only one emergency contact, they will default to the **Primary Contact**. You must add another emergency contact in order to change the primary contact.

Step	Action
1.	Click the EMERGENCY CONTACTS link.
2.	Click the CHANGE THE PRIMARY CONTACT button.
3.	You will arrive at the Change Primary Contact page.
4.	The Primary Contact will be available to select via a DROP DOWN menu.
5.	Select the Emergency Contact you wish to have as a Primary Contact .
6.	Click the SAVE button.
7.	Click the OK button to confirm.

Delete an Emergency Contact:

Step	Action
1.	Click the EMERGENCY CONTACTS link.
2.	Select the DELETE button next to the emergency contact you wish to delete. Note: If the emergency contact that you are deleting is listed as the PRIMARY CONTACT , you <u>must</u> select add a new emergency contact or select from existing emergency contacts. You will be <u>unable</u> to delete a primary contact. Once you have selected a new primary contact, you can successfully delete the previous primary contact.
3.	Select the YES-DELETE button in order to confirm the delete request. If you select YES , you will return to the Emergency Contacts page, showing the Emergency Contact was deleted as requested.
4.	Select the NO-DO NOT DELETE button to cancel the delete request. If you select NO , you will return to the Emergency Contacts page, showing that no emergency contacts were deleted.
5.	Click the SAVE button.
6.	Click the OK button to confirm.